

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: MARCH 31, 2016

SENIOR SOCIAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is a higher-level technical position in the department of Social Services. Incumbents in this class participate in the delivery of financial service programs including: Public Assistance, Medical Assistance, Food Stamps, and Special Investigations. In addition, the incumbent is assigned either limited supervisory responsibility or specialized work that requires thorough knowledge of an area such as fraud investigations. The role that this individual assumes depends upon the workload and the organizational structure of the agency. The class differs from that of Social Services Worker by virtue of either limited supervisory responsibility or high level specialized work, whereas the Social Services Worker performs more routine work. The class differs from that of Principal Social Services Worker by virtue of limited supervisory responsibility, whereas, Principal Social Services Worker functions as the true supervisor of a unit. Work is performed under the general supervision of a higher-level employee with leeway allowed for independent judgment in the performance of work assignments. Limited supervision may be exercised over the work of subordinate employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

May be assigned any of the activities outlined in the class specification for Social Services Worker and in addition will be assigned one or more of the following:

1. Provides limited supervision over the day-to-day work and provides technical assistance to a group of social welfare workers in the provision of financial services;
2. Has responsibility for the activity and performance of a small unit of social welfare workers in heading a specific program or a specialized area of a large program;
3. Undertakes special or developmental projects;
4. Specializes in difficult areas such as fraud investigations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Federal and State law, code and policies concerning the provision of social welfare financial programs; good knowledge of investigation techniques including interviewing procedures and practices; good knowledge of other laws, codes and programs relating to the provision of human services; ability to communicate effectively both verbally and in writing; ability to relate well with and supervise the work of others; ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to financial service programs; good powers of observation and perception; initiative; tact; patience; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive class status as a Social Services Worker.

OPEN COMPETITIVE:

Completion of two (2) years (60 credit hours) from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** two (2) years of experience in the provision of a financial social welfare program, or investigating, or substantially similar work; **OR**

Graduation from high school or possession of an equivalency diploma **and** four (4) years of experience as described above.